

Q: In pawning ATM cards of 4ps beneficiaries is a serious issue that undermines the

Program's goal of providing financial assistance to poor families, and to effectively address this, a multi-pronged approach is necessary.

1. Immediate Action- The first step is to immediately suspend the beneficiaries benefit upon confirmation of the pawning incident. This prevents further misuse of the funds.

2. Investigation- A thorough investigation should be conducted to determine the reasons behind the pawning. This could involve interviewing the beneficiary, their family, and any individuals involved in the transaction.

3. Understanding the Circumstances- The investigation should focus on understanding the beneficiary's situation, including any financial hardship, lack of awareness of program rules.

4. Tailored Solution [nakaangkop]- Based on the investigation, appropriate interventions should be implemented. These could include, financial literacy training, alternative financial solution and social support.

5. Reintegration [pagbabalik ng isang indibidwal]- Once the beneficiary demonstrates a commitment to complying with program rules and has addressed the underlying issues, they can be reintegrated into the program.

Q-As grievance officer How do you handle confidential matter or issue

2.Answer: As Grievance Officer, handling confidential matters is crucial to maintaining trust and ensuring the program's integrity. I would start by assuring the individuals that their information will be kept strictly confidential, creating a safe space for them to share their concerns. I would listen attentively to their grievances, asking clarifying questions to fully understand the situation. Throughout the process, I would maintain the confidentiality of the information shared, only disclosing it to relevant parties on a need-to-know basis. I would then assess the issue and determine the appropriate course of action, keeping the individual informed of the progress and providing regular updates. If the matter requires further investigation, I would ensure that it is conducted in a confidential and thorough manner. Finally, I would follow up with the individual to ensure that their concerns have

been addressed to their satisfaction and they are aware of the steps taken to prevent similar issues in the future.

Q- You received complaint escalated through 8888 action centers for delisted due to aging of inactive status

3.Answer: As Grievance officer, handling this complaint requires a systematic approach. First, I would acknowledge the complaint received through 8888 action center and assure the complainant of a thorough investigation. I would review Pantawid Pamilya Information System to understand the details of the household delisting, specifically, the reason for the code 29-delisting due to aging of inactive status. Next, I would contact the household to gather more information and clarify any misunderstanding. I would explain the programs policies and procedures regarding reinstatement and provide them with

necessary requirements and documentation. I would also inform them of the timeline for the reinstatement process and keep them updated on the progress.

Q- You received complaint from municipal link, complaining the behavior of his/her co-worker

4.Answer: As Grievance Officer, upon receiving the report from municipal link complaining about co-worker behavior, I would create a safe and non- judgmental environment for them to share all the details of the incident including specific behaviors, dates, time and witnesses.

Q-How will you address an individual who wish to be included in Pantawid Pamilya Program as beneficiary?

5. Answer: As Grievance officer, when an individual approaches me, expressing their desire to be included in the Pantawid Program, I would first explain the program's objectives and eligibility criteria. I would emphasize that the programs target the poorest of the poor focusing on the families with children aged 0-18. I would then guide them through the process of applying for the program, explaining the necessary documentation and steps involved in the household targeting system.

Q- Describe the trait and characteristics of a good grievance officer

6. Answer: A good characteristic of a Grievance officer. First, they are highly empathetic, second, integrity is crucial. A good Grievance officer is honest, impartial and ethical.

Q- As Grievance Officer how will you handle a complaint against an erring staff due to absenteeism issue.

7. Answer: As grievance Officer, handling a complaint against a staff member for absenteeism requires a fair and thorough process. I would begin by acknowledging the complaint and ensuring the complaint that the matter will be investigated thoroughly. I would then gather information from both the complainant and the staff member, ensuring that both parties have an opportunity to present their perspectives and supporting documents. This includes reviewing attendance records, verifying the validity of any claimed absences, and potentially

interviewing witnesses. I would then analyze the information gathered to determine the root cause of the absenteeism, considering factors such as personal issues, work-related stressors, or potential policy violations. based on this analysis, I would work with the staff member to develop a resolution plan, which could involve a formal warning, a performance improvement plan, or in more serious cases, disciplinary action. Throughout the process, I would maintain open communication with both parties, keeping them informed of the progress and

ensuring that they feel heard and respected.